

MAXIMUS, Inc. Contract

This document is meant to help address some inaccurate information about the MAXIMUS, Inc contract.

	Inconverte Accounts		
	Inaccurate	Accurate	
1.	MAXIMUS, Inc. is synonymous with Integrated Document Solutions (IDS) and is processing overflow cases from the counties.	IDS is a division within the Colorado Department of Personnel and Administration that routinely supports the Department in processing cases and other administrative functions.	
2.	MAXIMUS, Inc. was responsible for processing all pending cases left incomplete by the previous vendor and did not process these cases timely.	MAXIMUS, Inc. began processing new applications October 15, 2010. They did not inherit any of the pending cases from the previous vendor. The Department employed temporary workers through March 2011 who were assigned specifically to process all outstanding pending cases.	
3.	MAXIMUS, Inc. received specific technology to help process CHP+/Medicaid cases that were not offered to the counties. This technology consisted of Interactive Voice Recognition (IVR) and Electronic Document Management System (EDMS).	The Department did not provide IVR or EDMS to MAXIMUS, Inc. These enhancements were developed by MAXIMUS, Inc. and were included as a part of their proposal.	
4.	MAXIMUS, Inc. has different performance standards than other eligibility sites.	MAXIMUS, Inc. is held to the same federal guidelines for processing cases. Their processing standards are more stringent. Federal guidelines allow 45 days to process cases whereas MAXIMUS, Inc.' contract requires cases to be data entered within 5 business days of receipt. Liquidated damages are part of the contract when standards are not met.	
5.	If MAXIMUS, Inc.'s contract is cancelled, the funds would be reverted back to County Administration.	The funds would revert back to the General Fund and reappropriated. The Department does not have the ability to move funds between these lines.	
6.	Changes were made to the MAXIMUS, Inc.'s scope of work during contract negotiations.	Changes in the scope of work are not allowed after the Request for Proposals has been released.	
7.	Medicaid and CHP+ are being taken out of CBMS.	Medicaid and CHP+ are not being taken out of CBMS.	